

REMARKS

This Amendment is filed in response to the Final Office Action dated February 10, 2004, which has a shortened statutory period set to May 10, 2004.

Summary Of The Invention: Claims 1-9

Referring to Figure 1, the voice portal 110 can be configured to store and forward messages recorded by a caller. Specification, page 41, lines 18-19. The voice portal 110 can be considered to be an interactive voice response (IVR) system, i.e. a system capable of receiving input via voice and keypad as well as responding using audio and other modes. Specification, page 41, lines 19-22. After the caller calls the voice portal, the caller's telephone identifying information (e.g. ANI) is received by the portal. This identifying information can be used to obtain the specific caller's profile. Specification, page 42, lines 1-3. Specifically, the voice portal 110 can be used to create, manipulate, and update a phonebook for each caller or caller profile in a shared database 112. Specification, page 39, lines 10-13.

The voice portal 110 can prompt the user for the message destination, which can be provided by the user speaking (e.g. "Mary Smith"), entering a DTMF sequence corresponding to the target destination's name, or entering a phone number that the voice portal 110 knows is mapped to a registered user. Specification, page 42, lines 11-17. When the destination name or phone number does not match any phonebook entry, the system can query the caller to determine if the caller wishes the system to remember the name (a common identifier) and number and to update the caller's phonebook accordingly. Specification, page 43, lines 3-6.

Issues Regarding Claims 1-9

Claims 1-9 are rejected under 35 U.S.C. 103(a) as being unpatentable over Khouri and Wise.

Argument For Claims 1-9

Applicants respectfully submit that Khouri and Wise cannot be combined to reject the claims. Even assuming arguendo that these references can be combined, Khouri and Wise fail to disclose or suggest limitations recited in Claim 1 and other dependent claims.

According to the Office Action, a "user at telephone could request a long distance connection over computer network and then input the telephone number of the desired telephone using DTMF signaling or voice commands disclosed by Wise in the method of Khouri to make it more efficient and cost effective by using interactive telephone access to computer network." Final Office Action, dated February 10, 2004, page 3. Applicants traverse this statement based on the respective teachings of Khouri and Wise. A brief overview of each reference is now provided.

Khouri: Overview

Khouri teaches a system for establishing communication between an individual and a representative of an organization. Paragraph [0004]. In one embodiment, illustrated in Fig. 1, a user with a computer can access the Internet and view various web pages. Paragraph [0026]. The user can request to talk with an agent by activating a button on the web page. Paragraph [0026]. To do this, the user can enter his/her telephone number in an appropriate area on the web page. Paragraph [0028]. Then, the web server can generate a request to connect an agent to the user. Paragraph [0031].

Khoury teaches another embodiment, illustrated in Fig. 3, in which a system can connect a user with a telephone to an agent, who is using a telephone and a computer. In this embodiment, a telephone server generates a web page for an agent (the web page containing the caller's telephone number and other information about the caller), selects an agent to receive a call from the user, transmits the URL (or other unique identifier) to the selected agent, and establishes a voice connection between the user and the selected agent. Paragraphs [0040 and 0041].

Wise: Overview

Wise teaches providing interactive telephone access to a computer network, wherein data in audio/visual file format can be converted to a pure audio format. Col. 1, lines 60-63. Wise teaches an advanced intelligent network implementation that may be used to implement long distance telephone access across a network. Col. 9, lines 38-40. In this implementation and referring to Fig. 4, a user at a telephone 10 could request a long distance connection over a computer network 15 and then input the telephone number of the desired telephone 40 using DTMF signaling or voice commands. Col. 9, lines 40-43.

It Would Not Be Obvious To Combine Khoury And Wise

Khoury states that user navigating a web site can have questions regarding products/services that require representative help. However, finding the telephone number for a representative in an organization using the web site can be tedious and uncertain. Paragraph [0002] To resolve this communication problem, Khoury teaches that the user can activate a "call me back" button on the web page. Paragraph [0026] Therefore, it would not be obvious to combine Khoury with a

teaching in Wise that a user inputs the telephone number of the desired telephone using DTMF signaling or voice commands. In fact, having a user input a telephone number is contrary to the teaching of Khouri. Khouri teaches that a system should provide this service. Paragraph [0006] Therefore, Applicants respectfully submit that Khouri and Wise cannot be combined to render Applicants' claims obvious.

Claims 1-9: Limitations Not Taught By Khouri And Wise

Even assuming arguendo that Khouri and Wise can be combined, these references fail to disclose or suggest limitations in Claims 1-9, as now explained.

Claim 1 recites a method of updating a user profile implemented by a computer-based interactive voice responsive system. Specifically, Claim 1 recites in part:

(g) prompting the caller with an option to enter the target telephone number in the user profile when the target telephone number does not correspond to an extant telephone number entry in the user profile; and

(h) in response to selection of the option by the caller, prompting the caller to input an identifier with which to access the target telephone number, receiving the identifier, and storing the target telephone number and the identifier in the user profile.

Applicants submit that neither Khouri nor Wise, either individually or in combination, disclose or suggest at least these limitations.

Notably, Khouri fails to teach anything regarding updating a user profile with the target telephone number and an identifier for that target telephone number provided by the user. The Office Action concedes that Khouri fails to teach (g). Applicants respectfully traverse the characterization in the Office Action that Khouri teaches (h) in paragraph [0029].

Paragraph [0029] teaches a verification process wherein a user is confirmed as wanting to speak to an agent. This verification process has nothing to do with, if the target telephone number is not extant in the user profile, prompting the caller to input an identifier and then storing both the target telephone number and the user-provided identifier in the user profile.

Wise fails to remedy the deficiency of Khouri. The Office Action cites Wise at col. 9, lines 38-44 as teaching (g). In this citation, which refers to Fig. 4, Wise teaches that a user at a telephone 10 could request a long distance connection over a computer network 15 and then input the telephone number of the desired telephone 40 using DTMF signaling or voice commands. Therefore, Wise also fails to disclose or suggest anything regarding updating a user profile with the target telephone number and an identifier for that target telephone number provided by the user. Specifically, Wise also fails to disclose or suggest recited steps (g) and (h).

Because Khouri and Wise, even in combination, fail to render obvious Claim 1, Applicants request reconsideration and withdrawal of the rejection of Claim 1.

Claims 2-9 depend from Claim 1 and therefore are patentable for at least the reasons presented for Claim 1. Based on those reasons, Applicants also request reconsideration and withdrawal of the rejection of Claims 2-9.

For the record, Applicants traverse certain characterizations of Khouri and Wise cited in the Office Action. Specifically, for Claims 2 and 3, the Office Action cites Khouri paragraph [0029]. This paragraph teaches that if the user can be called as requested, then that telephone call is initiated. The procedure verifies that the person answering the telephone call wants to talk to an agent of the organization. This verification can be implemented by any type of telephone

answering service or integrated voice response system. Nothing in this citation teaches that the identifying information is an ANI associated with the incoming call (Claim 2). Moreover, nothing in this citation teaches the further step of calling the target telephone number (Claim 3). Clearly, the user's own telephone number cannot correspond to the "target" telephone destination.

For Claims 4 and 7, the Office Action cites Wise col. 5, lines 47-55. This citation teaches that a call manager 210 software implemented on a computer directs the audio file player 270 to recite a voice prompt. Thus, this citation teaches nothing regarding the target telephone destination (for example, in the context of steps (d) and (e)) being a spoken name (Claim 4) or the identifier being a spoken name (Claim 7).

For Claims 5 and 8, the Office Action cites Wise col. 5, lines 45-55. This citation teaches that a user can initiate connection of a telephone to the system by taking the telephone off hook and dialing a telephone number. This citation further teaches that a call manager 210 software implemented on a computer directs the audio file player 270 to recite a voice prompt. Thus, this citation teaches nothing regarding the target telephone destination (for example, in the context of steps (d) and (e)) being a spoken number sequence or the identifier being a spoken number sequence.

Based on the above comments, Applicants request further reconsideration and withdrawal of the rejections of Claims 2-5 and 7-8.

Summary Of The Invention: Claims 10-16

Applicants teach a method that enables a sender to permit recipients to update their phonebooks with the sender's contact information by performing a simple action, such as a mouse

click. Specification, page 40, lines 3-6. In this method, the sender can include a link in an email sent to a recipient or alternatively by including the link on a website.

Specification, page 40, lines 6-10. This link can uniquely identify the sender's profile. Specification, page 40, lines 10-15. When the recipient clicks on the link, an HTTP request is sent to the web site server to determine if the recipient has an existing profile (and/or phonebook entry) that can be identified based on cookies stored on the recipient's computer. Specification, page 40, lines 15-19. If the recipient's profile can be identified from a received cookie, then the application accesses the selected information from the profile and enters that information in the recipient's profile. Specification, page 41, lines 6-9.

For example, if a sender Jim has a new address and wants a recipient Mary to know this new address, then Jim can send Mary an email with a link. When Mary clicks on the link, the application automatically determines whether Mary has an existing profile for Jim. If so, then the application automatically updates Jim's address in Mary's profile. (Note that in Claim 10, the recited "first user" could be the recipient and the recited "second user" could be the sender.)

Issues Regarding Claims 10-16

Claims 10-16 are also rejected under 35 U.S.C. 103(a) as being unpatentable over Khouri and Wise.

Argument For Claims 10-16

Applicants submit that Khouri and Wise cannot be combined for the same reasons presented under the header "Argument For Claims 1-9".

Claims 10-16: Limitations Not Taught By Khouri And Wise

Even assuming arguendo that Khouri and Wise can be combined, these references fail to disclose or suggest limitations in Claims 10-16, as now explained.

Claim 10 recites a method of updating a first user profile retrieved from a second user profile. Specifically, Claim 10 recites:

In a world wide web connected computer system, a method of adding to a first user profile corresponding to a first user a data set retrieved from a second user profile corresponding to a second user in response to a single HTTP request made by the first user, the HTTP request corresponding to a URL provided by the second user to the first user and including a second user identifier corresponding to the second user profile, said method comprising:

- (a) receiving the single HTTP request from the first user;
- (b) using the second user identifier to selectively retrieve the data set from the second user profile;
- (c) determining if the single HTTP request includes a cookie that is associated with the first user profile;
- (d) adding the data set to the first user profile in response to determining that the single HTTP request includes the cookie that is associated with the first user profile.

Applicants submit that Khouri and Wise fail to disclose or suggest the preamble and each limitation recited in Claim 10. Applicants traverse the characterizations of these references in the Office Action.

Wise in col. 9, lines 13-26, teaches nothing regarding adding to a first user profile corresponding to a first user a data set retrieved from a second user profile corresponding to a second user in response to a single HTTP request made by the first user. Instead, in this passage, Wise merely teaches that

a location profile can be triggered by a location ID from the user's cell phone.

Wise in Col. 9, lines 27-37 teaches nothing regarding the HTTP request corresponding to a URL provided by the second user to the first user and including a second user identifier corresponding to the second user profile. Instead, in this passage, Wise teaches that caller and location IDs can be used to ensure secure access to sensitive networks/files.

Wise in Col. 9, lines 1-10, teaches nothing regarding receiving the single HTTP request from the first user and using the second user identifier to selectively retrieve the data set from the second user profile. Instead, in this passage, Wise teaches that an AIN network could be aware of the availability of a user profile through caller ID or other AIN identification features, thereby facilitating the creation of custom reports for that user. For example, instead of traversing several system menus and submenus to access frequently-accessed information (stock prices, traffic reports), the system could have an initial prompt to immediately access that information.

Khoury in paragraph [0034] teaches nothing regarding determining if the recited single HTTP request includes a cookie that is associated with the first user profile. Instead, in this passage, Khoury teaches that information regarding a caller can be obtained from a database based on the caller's telephone number. Retrieved information regarding the caller is used to generate a web page, the URL of which is provided to an agent's computer for display.

Khoury in paragraph [0035] teaches nothing regarding adding the data set to the first user profile in response to determining that the single HTTP request includes the cookie that is associated with the first user profile. Instead, in this passage, Khoury teaches one system configuration (see Fig.

3 of Khouri) including a caller's telephone, a PSTN, a telephony server, a CTI server, a web server, and a host.

Because Wise and Khouri in combination neither disclose nor suggest the limitations of Claim 10, Applicants request reconsideration and withdrawal of the rejection of Claim 10.

Claims 11-16 depend from Claim 10 and therefore are patentable for at least the reasons presented for Claim 10. Based on these reasons, Applicants also request reconsideration and withdrawal of the rejection of Claims 11-16.

For the record, Applicants traverse certain characterizations of Khouri and Wise cited in the Office Action. For example, Claim 11 recites wherein the second user identifier is a parameter specified in the URL. Wise, in Col. 9, lines 27-37, teach nothing regarding this URL. Instead, in this passage, Wise teaches that caller and location IDs can be used to ensure secure access to sensitive networks/files.

Claim 13 recites wherein the data set is a vCard. As explained by Applicants in the Specification, page 39, lines 14-20, a vCard is a data format including a name, address information, date and time, and optionally photographs, company logos, sound clips, and geo-positioning information. Wise, in Col. 9, lines 34-37, teaches nothing regarding a vCard. Instead, in the cited passage, Wise teaches that an AIN may interact with a computer network to ensure proper identification and encryption of financially sensitive information.

Claim 14 recites wherein the telephone identifying information is an ANI. Khouri, in paragraph [0029], teaches nothing regarding ANI. Instead, in this passage, Khouri teaches a verification process wherein an outbound telephone call is initiated to a telephone number (that telephone number is obtained by having the user enter the number, as described in paragraph [0028]).

Based on the above comments, Applicants request further reconsideration and withdrawal of the rejections of Claims 11, 13, and 14.


CONCLUSION

Claims 1-16 are pending in the present Application.
Applicants request allowance of these claims.

If there are any questions, please telephone the undersigned at 408-451-5907 to expedite prosecution of this case.

Respectfully submitted,

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